

find your space

Electronic hook switch guide

For Plantronics wireless systems



Electronic Hook Switch Overview

The Plantronics family of wireless headsets are designed to work with a wide range of telephone systems. Plantronics has developed the Electronic Hook Switch (EHS) range to enable customers to answer and end calls away from their desks. This is especially important where the physical design of the telephone does not allow for the use of Plantronics traditional HL10 lifter which also performs this function. This document provides guidance on the current system compatibility for the Electronic Hook Switches. For telephones not listed on this guide refer to the 'Find My Headset' tool on Plantronics.com

System Compatibility Overview

Manufacturer	Electronic Hookswitch type	Operational Performance			Page No.	Phones Supported
		Ringer Alert	Electronics Hookswitch controls			
			Phone	Headset		
Aastra DeTeWe	AP-1 + EHS Module	Yes	Yes	Yes	2	OpenPhone 63, 65, 71, 73, 75, 73IP, 75IP
Aastra Intelligate	AP-1	Yes	Yes	Yes	3	Office 60IP, 70IP, 80IP
Agfeo	AP-1	Yes	Yes	Yes	4	ST30, ST40
Alcatel	AP-2	Yes	No*	Yes	5	IP Touch 4068, IP Touch 4028, IP Touch 4038, 4029, 4039
Auerswald	AP-1 + EHS Module	No	Yes	Yes	6	COMfort 1000, COMfort 1200, COMfort 2000 Plus, COMfortel 2500
Avaya	N/A	Yes	Yes	Yes	7	2420, 4610, 4610SW, 4620, 4620SW, 4621, 4622, 4625, 5420, 5610, 5620
Avaya	N/A	Yes	No	Yes	7	9620, 9630, 8410, 8411, 6416, 6424
Avaya Integral	AEI	Yes	Yes	Yes	8	TH13, T3 Comfort
Cisco	HHC	Yes	Yes	Yes	9	7942G, 7945G, 7962G, 7965G, 7975G
Funkwerk	AP-1	Yes	Yes	Yes	10	CS290U, CS410, CS410U, IP-5400
Siemens optiPoint	AP-1	Yes	Yes	Yes	11	optiPoint 410 with Acoustic Adapter, optiPoint 500 with Acoustic Adapter, optiPoint 600 with Acoustic Module, optiPoint 420 with Acoustic Adapter
Siemens openStage	AP-1	Yes	Yes	Yes	12	openStage 40, openStage 60, openStage 80
Snom	N/A	Yes	Yes	Yes	13	320, 360, 370
T-Systems	AP-1	Yes	Yes	Yes	14	Octophon F20 with Acoustic Adapter, Octophon F30 with Acoustic Adapter, Octophon F40 with Acoustic Adapter, Octophon F50 with Acoustic Adapter, System F900 an F20/F30/F40 with Acoustic Adapter
Tiptel	AP-1	Yes	Yes	Yes	15	85 System

*The AP-2 maintains a constant link between the headset and the base even when the headset is docked.



EHS modules allow remote call answering.



Voyager™ 510



CS70N










CS60



SupraPlus™ Wireless

Order Information

Standalone SKU for use with any Plantronics Wireless system		Avaya Wireless Headsets with integrated EHS			
EHS Type	Part No.	Description	Part No.	Description	Part No.
AP-1/A	36664-01	AWH-75N 	77306-03 (UK) 77306-02 (Euro)	AWH450N (Monaural NC) 	72236-03 (UK) 72236-02 (Euro)
AP-2/A	39361-01	AWH-65+ 	36650-20 (UK) 36650-19 (Euro)	AWH-460N (Binaural NC) 	72235-03 (UK) 72235-02 (Euro)
AEI	36477-01 (Tenovis branded)	ABT-35+ 	72837-02 (UK) 72836-02 (Euro)		
AEI P	36477-02 (Plantronics branded)				
HHC	37978-01				

For detailed information on what to order and how to set up EHS on each of these systems, please click on table to take you to the appropriate page.

Aastra DeTeWe

Electronics Hook Switch

1. Supported Telephones



- OpenPhone 63, 65

EHS Solution: **A2 Adapter**

Also required: **EHS Module**

- OpenPhone 71, 73, 75, 73IP, 75IP

EHS Solution: **AP-1**

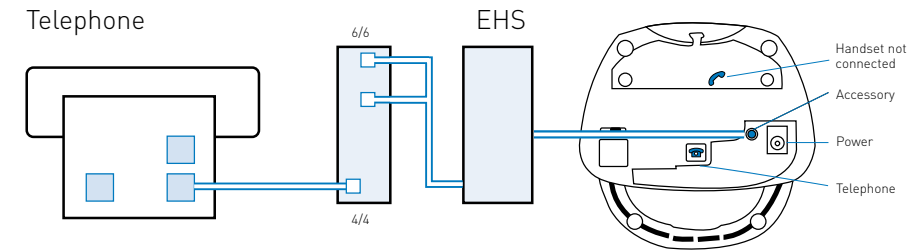
2. Order Information

Headset System	Description	Part No.
	CS60	36995-01 (UK) 36995-02 (Euro)
	CS70N	39448-01 (UK) 39448-02 (Euro)
	Voyager510S	72272-04 (UK) 72272-05 (Euro)
	SupraPlus Wireless	Monaural NC 39986-01 (UK) 39986-02 (Euro) Binaural NC 39261-01 (UK) 39261-02 (Euro)

3. Add EHS Module

EHS Adapter	Description	Part No.
	A2-Adapter	Order from DeTeWe for openphone 63, 65
	AP-1	For openphone 71, 73, 75, 73IP, 75IP
	EHS Module	Order from Service-und for openphone 63 and 65 only

5. Setup Information



Headset set up information	Diagrams
Set rotary switch to 1	
Set rear slide switch to 3	
Set bottom slide switch to B	

*Service-und, Dienstleistungszentrum GmbH Leipzig, Schöblichstr. 65a, 04299 Leipzig, Germany



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Aastra Intelligate





Electronics Hook Switch

1. Supported Telephones




- Office 60IP
- Office 70IP
- Office 80IP

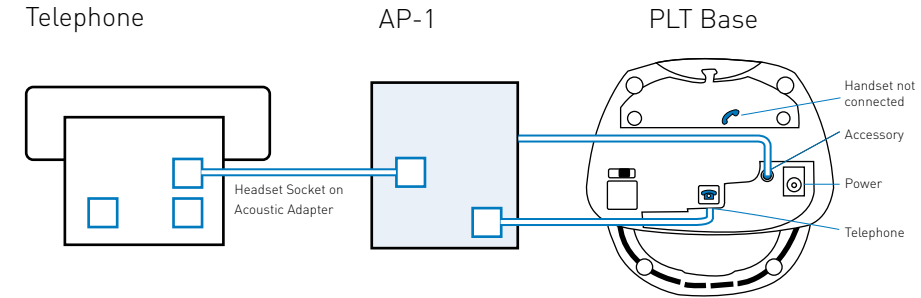
2. Order Information

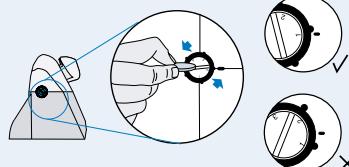
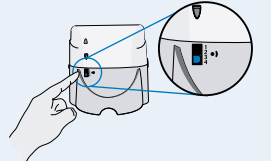
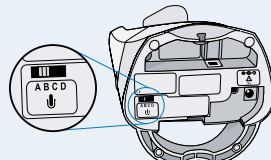
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	CS70N	39448-01 (UK) 39448-02 (Euro)
	Voyager510S	72272-04 (UK) 72272-05 (Euro)
	SupraPlus Wireless	Monastral NC 39986-01 (UK) 39986-02 (Euro) Binastral NC 39261-01 (UK) 39261-02 (Euro)

3. Add EHS Module

EHS Adapter	Description	Part No.
	AP-1	36664-01

4. Setup Information



Headset set up information	Diagrams
Set rotary switch to 1	
Set rear slide switch to 3	
Set bottom slide switch to B	



Agfeo

Electronic Hook Switch

1. Supported Telephones



- ST30
- ST31
- ST40

2. Order Information

Headset System	Description	Part No.
	CS60	36995-01 (UK) 36995-02 (Euro)
	CS70N	39448-01 (UK) 39448-02 (Euro)
	Voyager510S	72272-04 (UK) 72272-05 (Euro)
	SupraPlus Wireless	Monaural NC 39986-01 (UK) 39986-02 (Euro)
		Binaural NC 39261-01 (UK) 39261-02 (Euro)

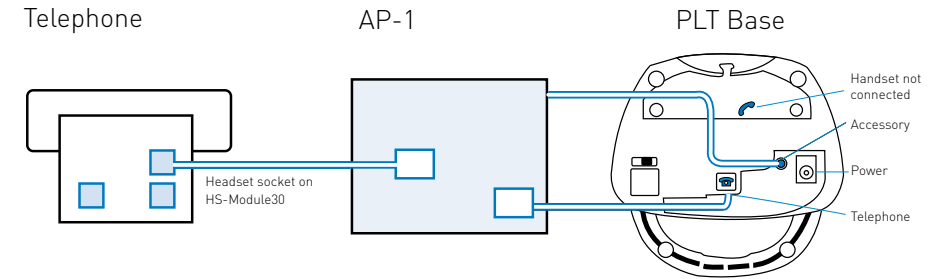
3. Add EHS Module

EHS Adapter	Description	Part No.
	AP-1	36664-01

4. Also Required (for ST30 Only)

	HS-Module 30	Order from Agfeo
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5. Setup Information



Headset set up information	Diagrams
Set rotary switch to 1	
Set rear slide switch to 3	
Set bottom slide switch to B	

Alcatel Lucent

Electronic Hook Switch

1. Supported Telephones




- IP Touch 4068
- IP Touch 4038
- IP Touch 4028
- Touch 4039
- Touch 4029

The AP-2 maintains a constant link between the headset and base even when the headset is docked.

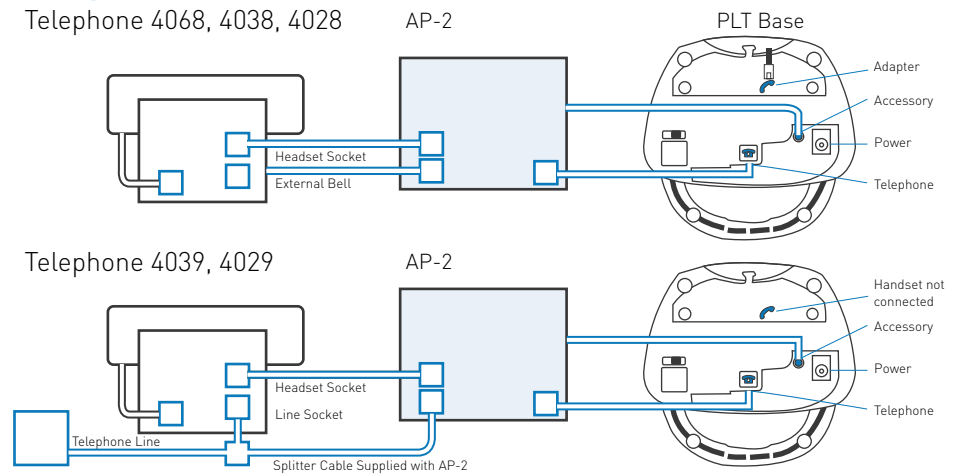
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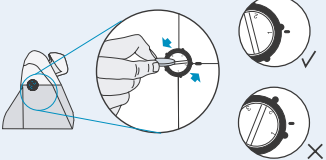
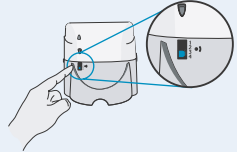
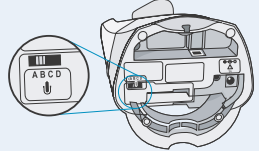
Headset System	Description	Part No.
	CS60	36995-01 (UK) 36995-02 (Euro)
	CS70N	39448-01 (UK) 39448-02 (Euro)
	SupraPlus Wireless	Monastral NC 39986-01 (UK) 39986-02 (Euro) Binaural NC 39261-01 (UK) 39261-02 (Euro)

3. Add EHS Module

EHS Adapter	Description	Part No.
	AP-2	39361-01

4. Setup Information



Headset set up information	Diagrams
Set rotary switch to 1	
Set rear slide switch to 3	
Set bottom slide switch to B	



Auerswald





Electronic Hook Switch

1. Supported Telephones




- COMfort 1000 EHS Module
- COMfort 1200 EHS Module
- COMfort 2000 Plus EHS Module
- COMfortel 2500 AP-1

2. Order Information


Headset System	Description	Part No.
	CS60	36995-01 (UK) 36995-02 (Euro)
	CS70N	39448-01 (UK) 39448-02 (Euro)
	Voyager510S	72272-04 (UK) 72272-05 (Euro)
	SupraPlus Wireless	Monaural NC 39986-01 (UK) 39986-02 (Euro) Binaural NC 39261-01 (UK) 39261-02 (Euro)

3. Add EHS Module

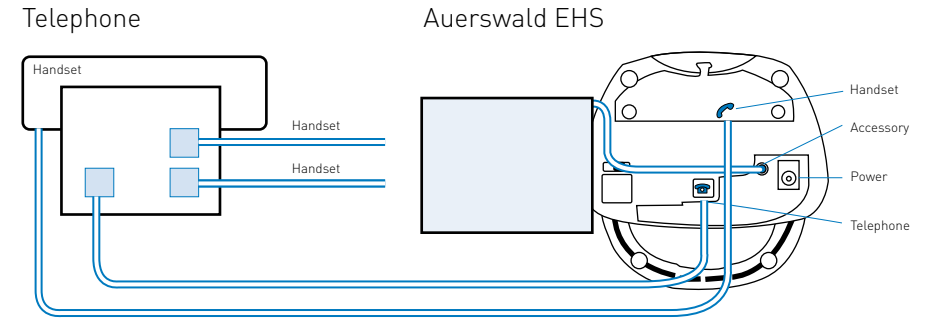
EHS Adapter	Description	Part No.
	EHS Module	Order from service-und*

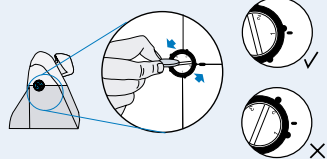
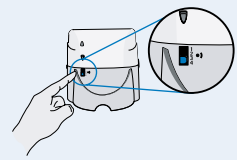
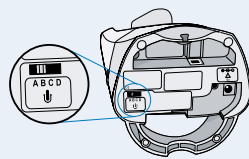
*Service-und, Dienstleistungszentrum GmbH Leipzig, Schöblichstr. 65a, 04299 Leipzig, Germany

4. Add AP-1 Module

EHS Adapter	Description	Part No.
	AP-1	36664-01

5. Setup Information



Headset set up information	Diagrams
Set rotary switch to 1	
Set rear slide switch to 3	
Set bottom slide switch to B	

Note: RINGER ALERT IS ONLY SUPPORTED ON COMfortel 2500



Avaya

Electronic Hook Switch

1. Supported Telephones



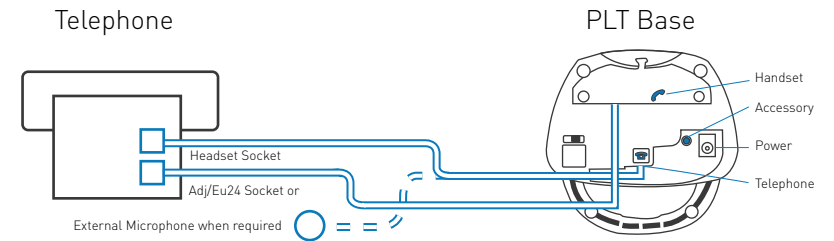
Telephone	AWH/ABT
2420	Yes
4610/4610SW	Yes
4620/4620SW	Yes
4621/4621SW	Yes
4622/4622SW	Yes
4625/4625SW	Yes
4630/4630SW	Yes
5420	Yes
5610	Yes
5620	Yes
2410	Yes*
5410	Yes*
6416D+M	Yes*
6424D+M	Yes*
8403	Yes*
8405	Yes*
8410D	Yes*
8411D	Yes*
8434	Yes*
9620	Yes*
9630	Yes*

*Note – The external microphone that came supplied with the wireless headset must be used to provide the ringer indication.

2. Order Information

Headset EHS Internal	Description	Part No.
	AWH-65+	36650-20 (UK) 36650-19 (Euro)
	ABT-35+	72837-02 (UK) 72836-02 (Euro)
	AWH75N	77306-03 (UK) 77306-02 (Euro)
	AWH460N	72235-03 (UK) 72235-02 (Euro)
	AWH450N	72236-03 (UK) 72236-02 (Euro)

3. Setup Information



Refer to user guide for exact setup for your particular phone

Headset set up information	Diagrams
Refer to user guide for rotary switch settings	
Refer to user guide for rear slide switch settings	
Refer to user guide for bottom slide switch settings	



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Avaya Integral

Electronic Hook Switch

1. Supported Telephones







- TH13 / TM13 with SW Ex 7.17 (F package) and AEI interface
- T3 Comfort / Classicab SW T110_ODE (A package) in conjunction with the CTI audio link adapter


Ensure telephone is set to headset mode, refer to user guide.

System requirements I33 or I55 or ICC 13 and 15.


2. Order Information

Headset System	Description	Part No.
	CS60	36995-01 (UK) 36995-02 (Euro)
	CS70N	39448-01 (UK) 39448-02 (Euro)
	Voyager510S	72272-04 (UK) 72272-05 (Euro)
	SupraPlus Wireless	Monaural NC 39986-01 (UK) 39986-02 (Euro)
		Binaural NC 39261-01 (UK) 39261-02 (Euro)

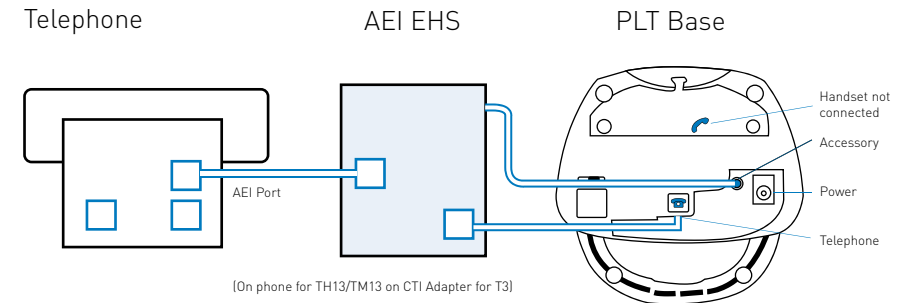
3. Add EHS Module

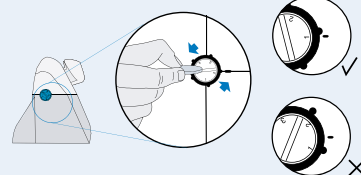
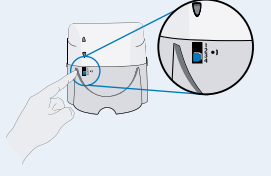
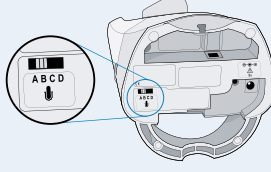
EHS Adapter	Description	Part No.
	AEI	36477-01 (Avaya) 36477-02 (Plantronics)

4. Also Required for T3 Comfort

	CTI audio link adapter	Order from Avaya
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5. Setup Information



Headset set up information	Diagrams
Set rotary switch to 1	
Set rear slide switch to 3	
Set bottom slide switch to D	

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1. Supported Telephones



Phones:

- 7942G
- 7945G
- 7962G
- 7965G
- 7975G

The Cisco EHS solution requires version 4.1(3) or greater of callmanager. The telephone requires the firmware to be at version 8.3 (3) or greater. By default the EHS option (Wireless headset Hookswitc Control) of the telephone is disabled at the callmanger level, please ensure it has been enabled.

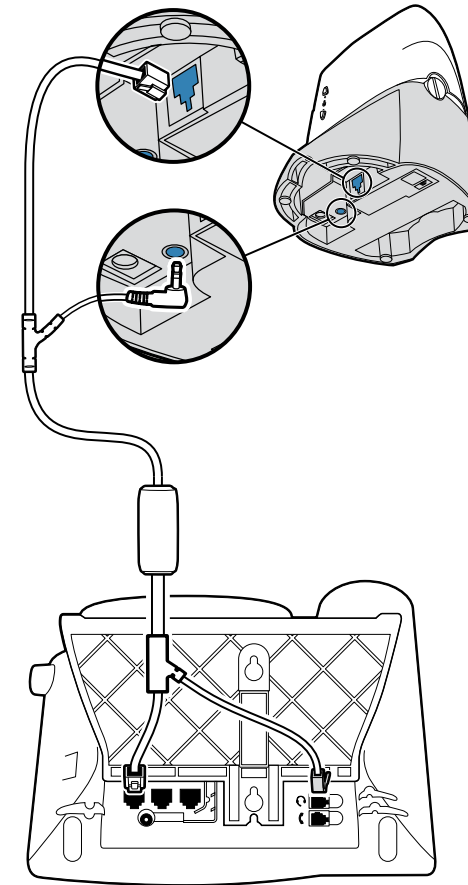
2. Order Information

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		Binaural NC 39261-01 (UK) 39261-02 (Euro)

3. Add EHS Module

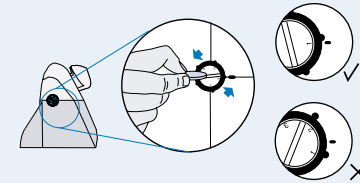
EHS Adapter	Description	Part No.
	HHC	37978-01

4. Setup Information

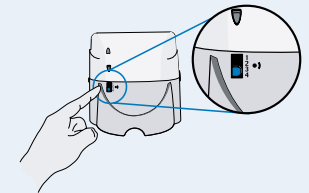


Headset set up information and diagrams

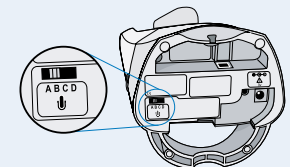
Set rotary switch to 1



Set rear slide switch to 3



Set bottom slide switch to B



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Funkwerk

Electronics Hook Switch

1. Supported Telephones



- CS410

Refer to telephone manual for headset mode.





- CS290u

Contact Plantronics for further details.


- CS410-u

- IP-S400

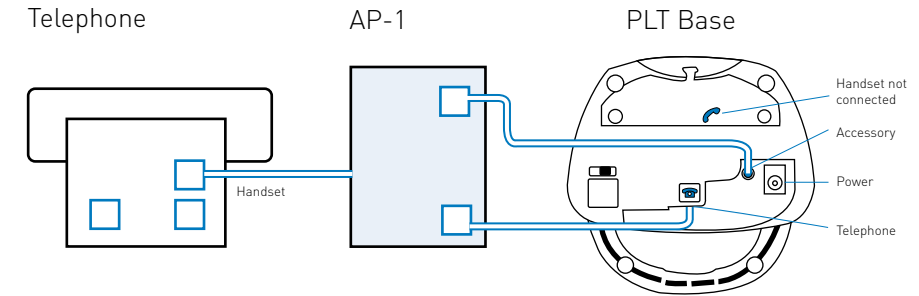
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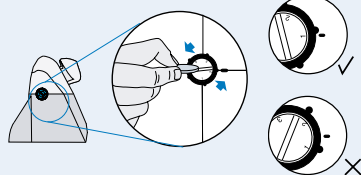
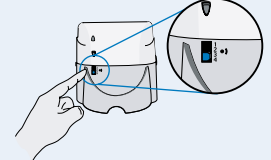
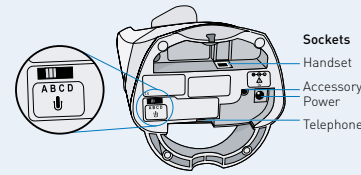
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3. Add EHS Module

EHS Adapter	Description	Part No.
	AP-1	36664-01

4. Setup Information



Headset set up information	Diagrams
Set rotary switch to 1	
Set rear slide switch to 3	
Set bottom slide switch to B	



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800 84 45 17

Plantronics Acoustics
Italia Srl, Milano, Italia
Numero Verde: 800 950934

Siemens Optipoint

Electronic Hook Switch

1. Supported Telephones



- Optipoint 410 with acoustic adaptor
- Optipoint 420 with acoustic adaptor
- Optipoint 500 with acoustic adaptor
- Optipoint 600 with acoustic adaptor

System Requirements:

HiPath 500	=> Rel. 5.0
HiPath 1220	=> Rel. 2.1 build 032
HiPath 2000	=> Rel. 1.0
HiPath 3000	=> Rel. 4.0 SMR-07
HiPath 4000	=> Rel. 1.0

EHS support is not provided on Siemens Realitis Systems, on this system HL10 should be used.

SIEMENS

2. Order Information

Headset System	Description	Part No.
	CS60	36995-01 (UK) 36995-02 (Euro)
	CS70N	39448-01 (UK) 39448-02 (Euro)
	Voyager510S	72272-04 (UK) 72272-05 (Euro)
	SupraPlus Wireless	Monaural NC 39986-01 (UK) 39986-02 (Euro) Binaural NC 39261-01 (UK) 39261-02 (Euro)

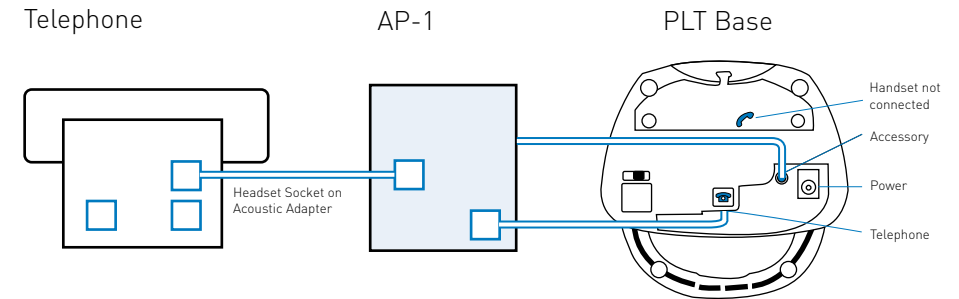
3. Add EHS Module

EHS Adapter	Description	Part No.
	AP-1	36664-01

4. Also Required

	Acoustic Adapter	Order from Siemens
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5. Setup Information



Headset set up information	Diagrams
Set rotary switch to 1	
Set rear slide switch to 3	
Set bottom slide switch to B	

Siemens OpenStage





Electronic Hook Switch

1. Supported Telephones




- OpenStage 40
- OpenStage 60
- OpenStage 80

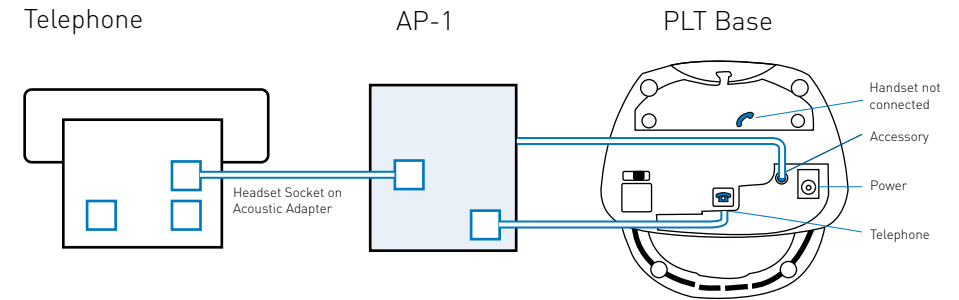
2. Order Information

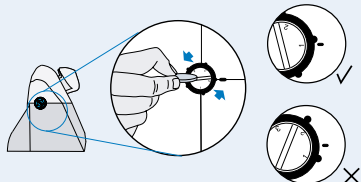
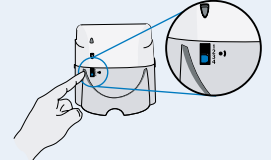
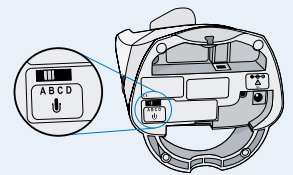
Headset System	Description	Part No.
	CS60	36995-01 (UK) 36995-02 (Euro)
	CS70N	39448-01 (UK) 39448-02 (Euro)
	Voyager510S	72272-04 (UK) 72272-05 (Euro)
	SupraPlus Wireless	Monaural NC 39986-01 (UK) 39986-02 (Euro) Binaural NC 39261-01 (UK) 39261-02 (Euro)

3. Add EHS Module

EHS Adapter	Description	Part No.
	AP-1	36664-01

4. Setup Information



Headset set up information	Diagrams
Set rotary switch to 1	
Set rear slide switch to 3	
Set bottom slide switch to B	

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Snom

Electronics Hook Switch

1. Supported Telephones




- Snom 320*
- Snom 360*
- Snom 370*

*Firmware must be version 6.5.8 or higher.

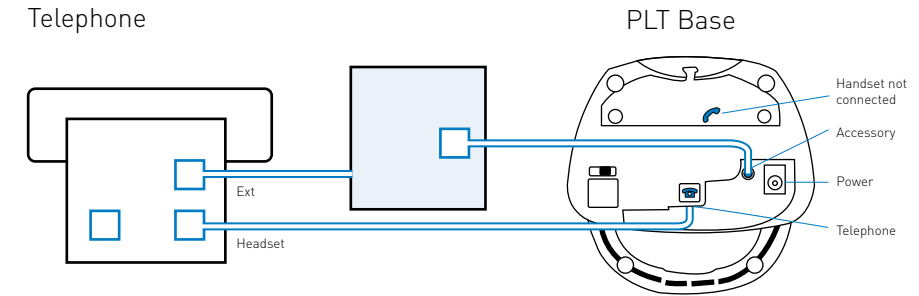
2. Order Information

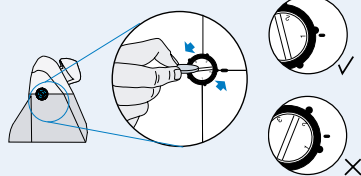
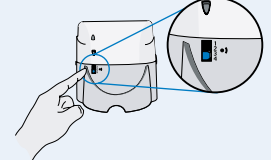
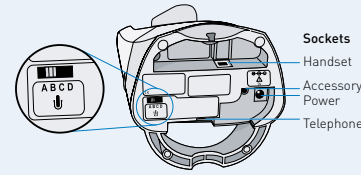
Headset System	Description	Part No.
	CS60	36995-01 (UK) 36995-02 (Euro)
	CS70N	39448-01 (UK) 39448-02 (Euro)
	SupraPlus Wireless	Monaural NC 39986-01 (UK) 39986-02 (Euro) Binaural NC 39261-01 (UK) 39261-02 (Euro)

3. Add EHS Module

EHS Adapter	Description	Part No.
	Wireless headset adapter	Order from Snom

4. Setup Information



Headset set up information	Diagrams
Set rotary switch to 1	
Set rear slide switch to 3	
Set bottom slide switch to B	



http://wiki.snom.com/Snom320/Accessories/Interface_Box#Plantronics

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T-Systems

Electronic Hook Switch





1. Supported Telephones




- Octophon F20 to F50

System requirement TK device
F200 to F600 starting with V4.0SMR-07 and F900
starting with V1.0


2. Order Information

Headset System	Description	Part No.
	CS60	36995-01 (UK) 36995-02 (Euro)
	CS70N	39448-01 (UK) 39448-02 (Euro)
	Voyager510S	72272-04 (UK) 72272-05 (Euro)
	SupraPlus Wireless	Monaural NC 39986-01 (UK) 39986-02 (Euro) Binaural NC 39261-01 (UK) 39261-02 (Euro)

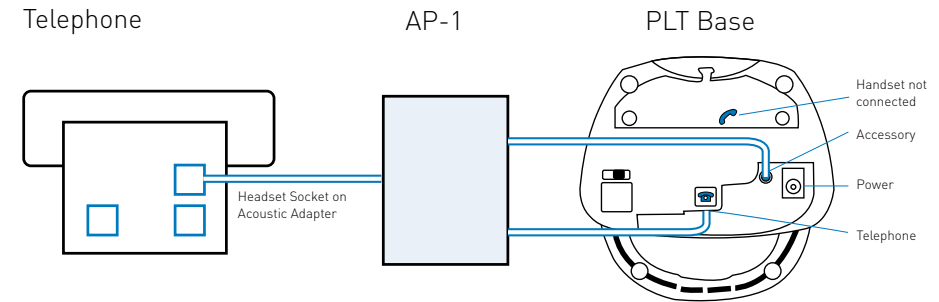
3. Add EHS Module

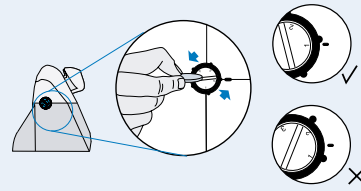
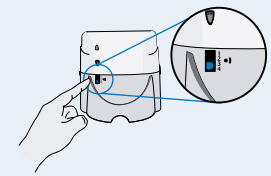
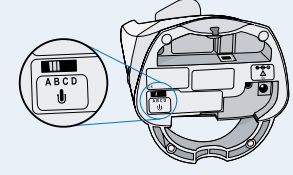
EHS Adapter	Description	Part No.
	AP-1	36664-01

4. Also Required

	Universal Adapter	Order from T-Coms
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5. Setup Information



Headset set up information	Diagrams
Set rotary switch to 1	
Set rear slide switch to 3	
Set bottom slide switch to B	



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1. Supported Telephones



- Tiptel 85 System works with PABX Family Tiptel 3011/22 system / office

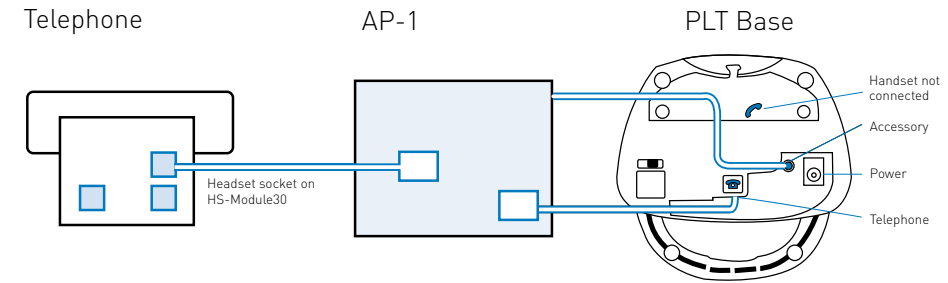
2. Order Information

Headset System	Description	Part No.
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	SupraPlus Wireless	Monaural NC 39986-01 (UK) 39986-02 (Euro)
		Binaural NC 39261-01 (UK) 39261-02 (Euro)

3. Add EHS Module

EHS Adapter	Description	Part No.
	AP-1	36664-01

4. Setup Information



Headset set up information	Diagrams
Set rotary switch to 1	
Set rear slide switch to 3	
Set bottom slide switch to B	

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